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Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	• Implement Security and Customizations in Dynamics 365 Sales: This section addresses the implementation of security measures and customization options within Dynamics 365 Sales for Dynamics 365 Sales Professionals.
Topic 2	• Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.
Topic 3	• Implement Dynamics 365 Sales: This section focuses on the essential processes for setting up and managing Dynamics 365 Sales effectively for Dynamics 365 Sales Professionals.
Topic 4	• Extend and Enhance Dynamics 365 Sales Capabilities: For Dynamics 365 Sales Professionals, this section evaluates the ability to extend Dynamics 365 Sales functionality and integrate it with other applications using Power Platform tools.
Topic 5	• Configure and Customize Dataverse and Model-Driven Apps: This section covers the ability of Dynamics 365 Sales Professionals in the configuration and customization of Dataverse and model-driven apps to meet business needs.

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Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q133-Q138):

NEW QUESTION # 133
A company created a new table named Locations.
The sales team needs your help to make the Locations table visible in the Sales Hub. What should you do?

- A. Add Location as an Area.
- B. Create a Location Group.
- C. Create a Location Sub Area.
- D. Add Location to the App Designer.

Answer: D

Explanation:
* To make a new table, like Locations, visible within the Sales Hub, you need to add it to the App Designer. This involves updating the Sales Hub app module to include the Locations table as a new entity that users can access.
* By adding the table in the App Designer, you ensure it becomes part of the navigation and is available within the Sales Hub application.

NEW QUESTION # 134
You need to identify the duplicate pet records, so they can be manually merged by the carer. What must you create?

- A. One duplicate detection job and three duplicate detection rules.
- B. Two duplicate detection jobs and three duplicate detection rules.
- C. Two duplicate detection jobs and two duplicate detection rules
- D. Three duplicate detection rules only.

Answer: A

Explanation:
* To identify duplicate records, you need to configure both duplicate detection rules and duplicate detection jobs.
* Since Terra Flora requires identifying duplicate pet records across various fields, creating three duplicate detection rules is likely necessary to cover different columns (such as name, breed, and dietary requirements) in the Pet table.
* One duplicate detection job is sufficient to run these rules concurrently, scanning the database for duplicates across the specified columns. This job can be scheduled or run manually.
* Option B is correct as it ensures comprehensive coverage with three rules addressing various fields and one job to manage the duplicate detection process.
References from Microsoft Documentation:
* For guidance on setting up duplicate detection jobs and rules, refer to Detect duplicate records in Dynamics 365.

NEW QUESTION # 135
HOTSPOT
A company generates leads from a webform. Salespeople manage leads by country/region. All salespeople are part of the same Dynamics 365 Sales team.
The sales manager requires the following functionality:
Automate lead assignments.
Ensure each seller can never have more than 20 open leads.
You create a country/region attribute for the process. You must simplify the process. You plan to use segments when possible.
You need to create a lead assignment rule for each country/region.
Which configurations should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Explanation:

NEW QUESTION # 136
You have added the timeline control to the Pet main form, then saved and published your changes. You need to configure the timeline to display related Pet activities as required by Terra Flora. Which two actions should you perform? Each correct answer presents a complete solution. Choose two, NOTE: Each correct selection is worth one point.

- A. In the Record types of the timeline settings, uncheck the Activities option.
- B. In the Record types of the timeline settings, uncheck the Posts option.
- C. In the Activity area of the timeline settings, remove all activity types, except for Task. Email and Phone Call.
- D. In the Notes area of the timeline settings, uncheck the Remove notes title when authoring option.
- E. In the Record types of the timeline settings, uncheck the Notes option.

Answer: B,C

Explanation:
* The timeline control in Dynamics 365 allows users to view and interact with activities, notes, and posts associated with a record. To meet Terra Flora's requirements for displaying specific activities, you need to customize the timeline to show only certain activity types.
* Removing All Other Activity Types Except Task, Email, and Phone Call (Option B):
* According to Terra Flora ' s requirements, only Tasks, Emails, and Phone Calls should appear in the timeline for Pet records. Therefore, removing all other activity types ensures that only the relevant activities are shown. This customization is achieved in the timeline settings by unchecking unnecessary activity types.
* Unchecking the Posts Option (Option C):
* Since Terra Flora specified that posts should not appear on the timeline, you should uncheck the Posts option under the Record types settings in the timeline configuration. This action removes posts from the view, aligning with Terra Flora's requirement to exclude posts from the Pet records timeline.
* Other Options Explanation:
* Unchecking Notes (Option A) would prevent users from adding or viewing notes, which Terra Flora requires.
* Unchecking the Activities Option (Option D) would disable all activities on the timeline, which does not meet Terra Flora's needs as they require Task, Email, and Phone Call activities.
* Option E deals with the display format of notes but does not restrict their visibility, which does not align with the requirement to exclude posts specifically.
References from Microsoft Documentation:
* For configuring and customizing the timeline control, refer to Customize a timeline control in Dynamics 365 documentation for detailed steps on modifying timeline settings and activity visibility.

NEW QUESTION # 137
You need to ensure the active stage of the business process flow is visible in the view. Which two actions should you perform? Each correct answer presents a complete solution. Choose two. NOTE: Each correct selection is worth one point.

- A. Add columns from the Pet table to the All Onboard new pet view.
- B. Add columns from the stable to the Active Onboard new pet view.
- C. Create a new column on the Pet table named " Onboarding stage " and add it to the Active pets view.
- D. Add a page for the Onboard new pet table to the Sales Professional app.

Answer: B,C

Explanation:
* Adding Columns to the Active Onboard New Pet View (Option B):
* To display the current active stage of the " Onboard new pet " business process flow, you need to ensure that the Active Onboard new pet view includes relevant columns from the Pet table, specifically those tracking process flow stages.
* Creating and Adding a New " Onboarding Stage " Column (Option D):
* Creating a column such as " Onboarding stage " on the Pet table helps track the active stage of the onboarding process directly within the view. This allows users to see at a glance which stage each pet is in without navigating away from the main view.
* Other Options:
* Option A (Adding a page) refers to modifying the app ' s navigation, which doesn't directly impact the visibility of the business process flow stage.
* Option C (All Onboard New Pet View) may not be as relevant if you only need to focus on active onboarding records rather than all records.
References from Microsoft Documentation:

* For configuring views and columns in Dynamics 365, refer to Create and edit views.

NEW QUESTION # 138
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